



# HI-SPEED INTERNET USER GUIDE

Wireless Modem Router - 2704R

2013-11 VERSION

1-800-360-8555

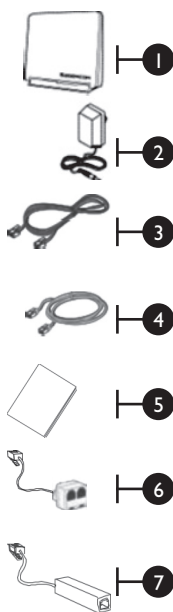
**NorthernTel**

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# 1 INSTALLING YOUR WIRELESS MODEM ROUTER

## 1.1 HARDWARE PROVIDED

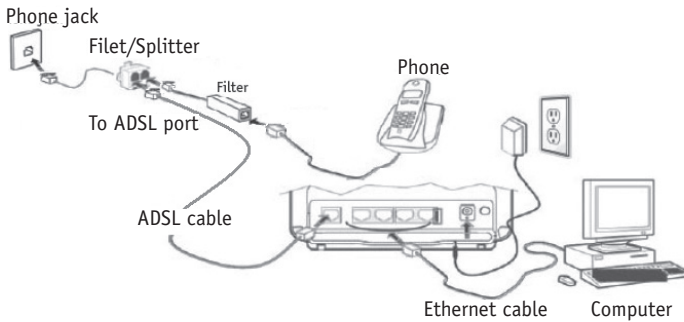


Item	Description
1	F@ST2704R Wireless modem router
2	Power cord adapter
3	ADSL line cable used to connect your modem router to your telephone line
4	Ethernet cable used to connect your modem router to the Ethernet port of your computer
5	Quick Installation Guide
6	Filter/Splitter used to connect one phone set and your modem router to your telephone line*
7	Microfilter used to connect another phone set to your telephone line
* Option depending on pack contents requested	

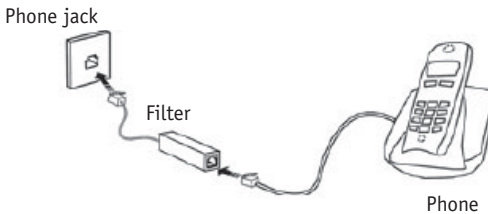
## WIRELESS NETWORK

**Note:** Actual data throughput will vary. Network conditions and environmental factors, including volume of network traffic, building materials and construction, and network overhead, lower actual data throughput rate. Environmental conditions will adversely affect wireless signal range and throughput.

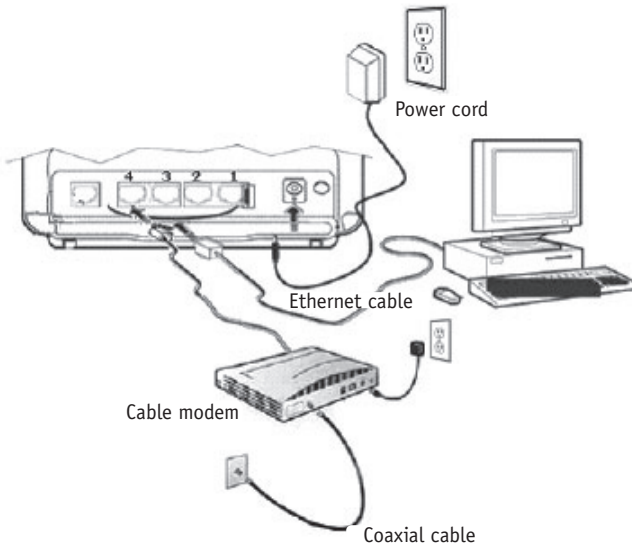
## 1.2 CONNECTING YOUR MODEM ROUTER – ADSL TECHNOLOGY



**Important note:** If you are plugging in or adding phones, it is very important to have a filter in place with ADSL technology.



## 1.3 CONNECTING YOUR MODEM ROUTER – CABLE TECHNOLOGY



**Important note:** The Cable modem must be connected in the #4 port of your wireless modem router.

## 2 CONFIGURING YOUR MODEM ROUTER

Your modem router comes already preconfigured to allow you to get on the Internet immediately after you have completed step 1. The purpose of this section is to tell you how you can access the modem router to make various changes, such as security-related ones in Section 5.

Follow these steps to change the configuration of your modem router:

1- Start your Internet browser and type in the following address:

<http://192.168.1.1/>

or

<http://myrouter/>

The setup wizard will appear and guide you through the setup process.

2- Enter Username and Password.



A screenshot of a web browser login window for a modem router. It has a light gray background. On the left, the labels "User name:" and "Password:" are in a standard font. To the right of "User name:" is a text input field containing the word "admin" and a small downward arrow icon. To the right of "Password:" is a text input field filled with ten black dots. Below the password field is a checkbox with the label "Remember my password". At the bottom right are two buttons: "OK" and "Cancel".

You will find this information on the label below your modem router. The default user name is "admin".

Example:



3- This screen will appear.



### Description of Icons

**My Network** – View the status of users using your modem router.

**Configuration** - Configure the settings of your wireless network.

**Services** – Configure the parental and application control options.

**Management** – Configure your modem router password and access the Advanced menu for your modem router.

# 3 CONNECTING TO A WIRELESS NETWORK (WI-FI)

## 1. Before you connect to a wireless network, make sure that:

- your cable modem is correctly installed and configured;
- your Internet access is working properly when your computer is connected to the router with a physical connection (Ethernet cable);
- your computer is equipped with a built-in wireless adapter.
  - Your wireless adapter is on (if necessary)
  - On a laptop computer, the wireless adapter is turned off by default. Refer to your computer's user manual for how to turn it (Wi-Fi) on;
- you have on hand during the configuration:
  - The name of your wireless network (SSID)  
Example: SSID: **SAGEMCOM\_XXXX**. The XXXX portion will consist of various letters and numbers.

**Important :** "SSID" is not part of the name of your network.

- Your encryption key (WPA)  
Example: WPA: **XXXXXXXX**. The XXXXXXXX portion will be made up of various letters and numbers that you must type exactly as they appear, making sure to use upper or lower case letters, where indicated.

**Important :** "WPA" is not part of your encryption key.

This information appears on the label underneath your modem router.

Example of a label:



For the modem corresponding to the above example of a label, the name of the wireless network (SSID) would be SAGEMCOM\_190D and the encryption key (WPA) to connect to this wireless network would be 46J9H5DD.

If you are not familiar with configuring a wireless network on your computer, visit the **Technical Support** section of our website : [northerntel.ca](http://northerntel.ca)

Follow these steps:

Under Internet, select **Troubleshooting Tools and Guides**, then **Connecting to a wireless network (Wi-Fi)**.

## 4

# CONFIGURING A MAILBOX

To configure your mailbox, visit the **Technical Support** section of our website: [northerntel.ca](http://northerntel.ca)

Follow these steps:

Under Internet, select **Troubleshooting Tools and Guides**, then **Configuring a Mailbox**.



## 5 SECURITY

### Password for your modem router (default)

You will find a default username and individual password on the label below your modem router that you will need to access the router.

### Wireless network (default)

Your modem router has been configured with a default network name (SSID).  
and

Your modem router has been configured with a default individual encryption key (WPA).

**You will find this information on the label below your modem router.**

You can start using your modem router right away.

### **Security Warning**

In order to protect your computer systems against unauthorized access, NorthernTel strongly recommends that you change the encryption key.

Follow the instructions below to change your password and encryption key.

**Important: Record the new password and encryption key under “Important Information” on this guide. If you have to reset your modem router (Reset button on right side), the password and encryption key will be the default ones (on the label below your modem router). To reset your modem router, you absolutely have to maintain pushed the Reset button during a period of 20 seconds.**

## 1- Select **Configuration**



## 2- Next, select **WLAN** to configure your encryption key (**SSID**).



## 3- Enter your new encryption key in **WPA/WAPI passphrase**. Make up an encryption key of about 30 characters long. It should be hard to figure out for an external user but easy for you to remember.

**It is also recommended that you change your network name (SSID) to a more personalized name to avoid confusion with your neighbours' modem routers.**

## 4- Click **SAVE/APPLY** to apply the change.

**Note:** Current users of the wireless network will have to reconnect using the new encryption key.

## To change the password for your device.

This password should be hard for an external user to figure out but easy for you to remember.

Select **Management**

Then select **Access Control**



To change your password:

Enter your current password (which you will find on the label below your modem router) in the **Old Password** field.

Enter your new password in the **New Password** field

Re-enter your new password in the **Confirm Password** field.

Click **Save/Apply** to apply the change.

**Your basic security settings are now configured.**



The area at the top indicates the overall status of your modem router.

ADSL

Green = Good

Red = Bad





Downstream and Upstream = Your connection speeds

Internet

Green = Good, you can get on the Internet

Red = You cannot get on the Internet

LED	Status	Meaning
Power	Off	Power Off
	Green	Power On
	Red	Router in rescue mode
ADSL	Green steady	ADSL Up
	Green blinking	<ul style="list-style-type: none"> <li>• ADSL Synchronization in progress</li> <li>or</li> <li>• Down</li> </ul>
Internet	Off	<ul style="list-style-type: none"> <li>• Power Off</li> <li>or</li> <li>• The Internet account must be configured</li> <li>or</li> <li>• Bridge mode</li> </ul>
	Green steady	The Internet account is configured
	Green blinking	Tx/Rx traffic
	Red	Invalid or unauthorized Internet account

DEL	Statut	Signification
 LAN x (1 to 4)	Off	No link detected on the Ethernet port
	Green steady	Ethernet port has detected a link with 100 Mbps device
	Green blinking	Tx/Rx traffic at 100 Mbps
 WLAN	Off	Wi-Fi deactivated
	Green steady	Wi-Fi activated
	Green blinking	Wi-Fi Tx/Rx traffic
 USB	Off	No USB connection
	Green steady	USB connection available
	Green blinking	USB connection ready in progress
 WPS	Off	WPS deactivated
	Green steady	WPS activated
	Green blinking	WPS activation in progress

The TCP/IP protocol must be installed, as this step enables you to be identified on the Internet. Without this information, you will not be able to access the Internet. It is therefore important that you make sure that the data you enter is accurate. Please refer to the "Important Information" section of this document.

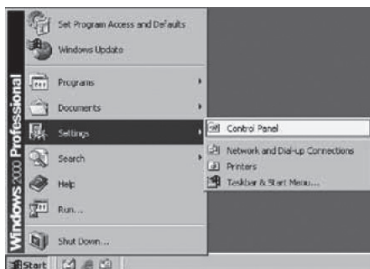
Before configuring the IP address, make sure that the physical components are working properly. The network interface card needs to have been configured and the modem installed in order to do this.

## 7.1 CONFIGURING IN WINDOWS XP

Please note that the following screens may look different on your computer depending on the display settings selected.

- 1- Click **Start -> Settings -> Control Panel**.

The Network and Dial-up Connections shortcut might appear and, if so, select it and go directly to Step 3.



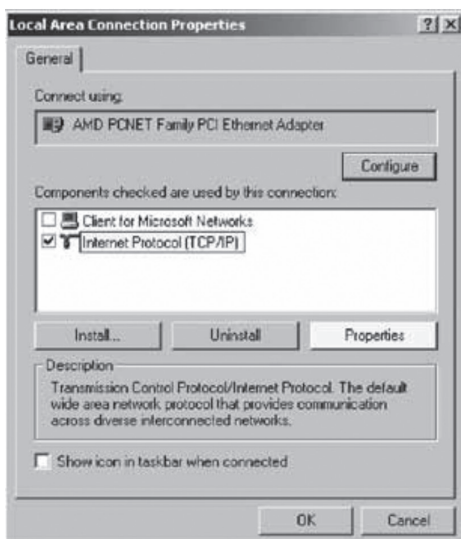
- 2 - Double-click **Network and Dial-up Connections**. A summary of the connections will appear if you have several types of connections. It is not unusual to see an analog modem connection (dial-up connection) and a network connection (Local Area Network).



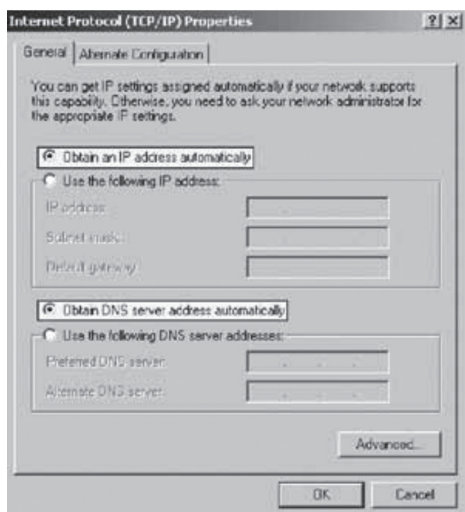
- 3 - In **Network and Dial-up Connections**, right-click the **Local Area Connection** icon and then click **Properties**.



- 4 - In **Local Area Connection Properties**, in the list of components, click once on **Internet Protocol (TCP/IP)**. Then click the **Properties** button.



- 5 - In **Internet Protocol (TCP/IP) Properties**, select the options **Obtain an IP address automatically** and **Obtain DNS server address automatically**.



- 6- Click **OK**.


Your configuration is now complete. Please restart your computer to test your Internet connection.

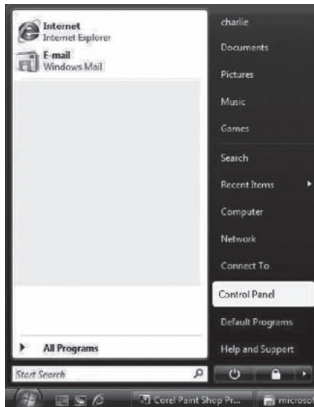
If your Internet connection does not work, please check to ensure that you followed the previous steps. If the problem persists, contact Technical Support at 1-800-360-8555.



## 7.2 CONFIGURING IN WINDOWS VISTA

Please note that the following screens may look different on your computer depending on the display settings selected.

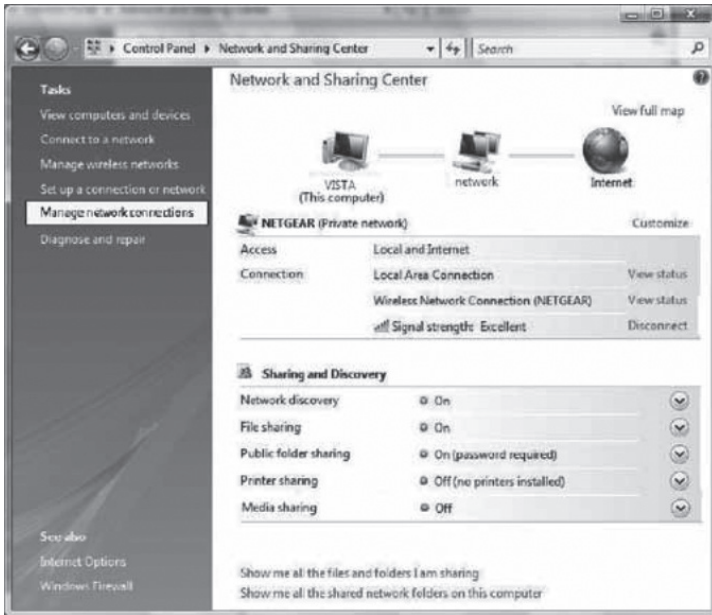
- 1- In **Start** (the Microsoft Windows icon ) , click **Control Panel**.



- 2- Double-click **Network and Sharing Center**.



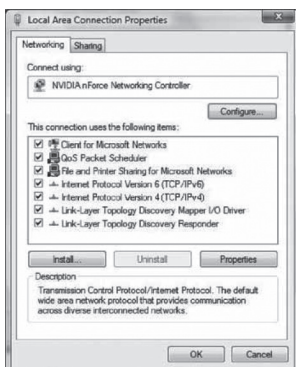
3- In the menu on the left, click **Manage network connections**.



4- Right-click the **Local Area Connection** icon. Then click **Properties**.



- 5- Under the **Networking** tab, select **Internet Protocol Version 4 (TCP/IPv4)** by clicking on it once. Then click the **Properties** button.



- 6- In **Internet Protocol (TCP/IPv4) Properties**, select the options **Obtain an IP address automatically** and **Obtain DNS server address automatically**.



- 7- Click **OK**

Your configuration is now complete. Please restart your computer to test your Internet connection.

If your Internet connection does not work, please check to ensure that you followed the previous steps. If the problem persists, contact Technical Support at 1-800-360-8555.

## 7.3 CONFIGURING IN WINDOWS 7

Please note that the following screens may look different on your computer depending on the display settings selected.

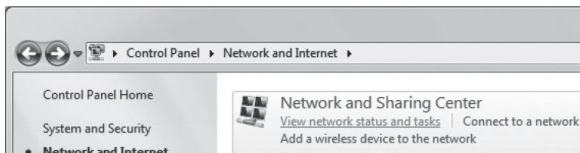
- 1- Click **Start** - > **Control Panel**.



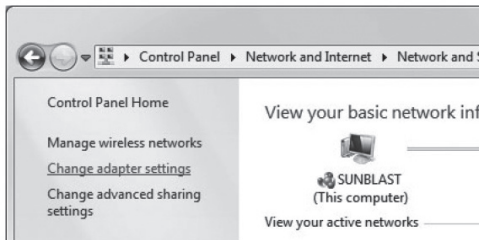
- 2- In the **Control Panel**, choose the classic view by clicking on the little downwards pointing arrow next to the "Control Panel" in the address bar at the top and choose **All Control Panel Items**.



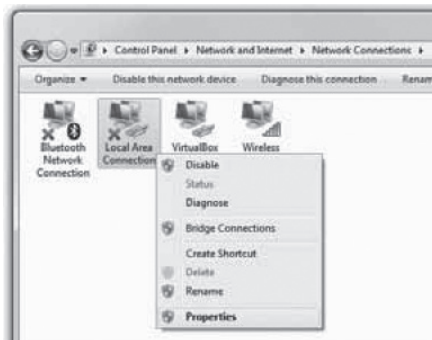
- 3- Click **Network and Sharing Center**.



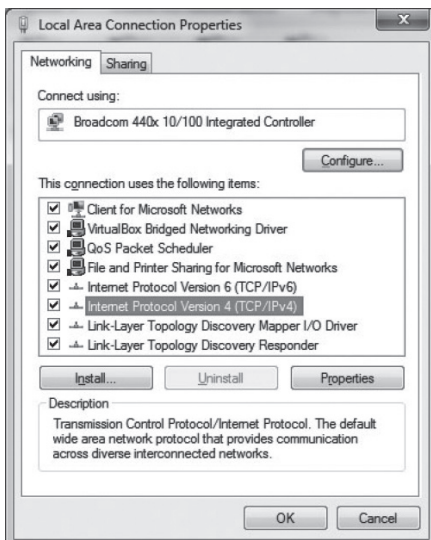
- 4- Then click **Change adapter settings**.



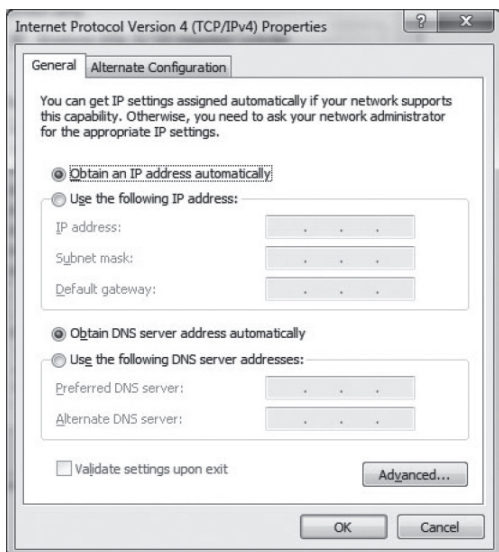
- 5- In **Change adapter settings**, right-click the Local Area Connection icon and click **Properties**.



- 6- In **Local Area Connection Properties**, select **Internet Protocol Version 4 (TCP/IPv4)** by double-clicking it.



- 7- In **Internet Protocol Version 4 (TCP/IPv4) Properties**, select the options **Obtain an IP address automatically** and **Obtain the following DNS servers automatically**.



- 8- Double-click **OK** to return to the list of network peripherals. Once this data has been entered, your Internet service will work.

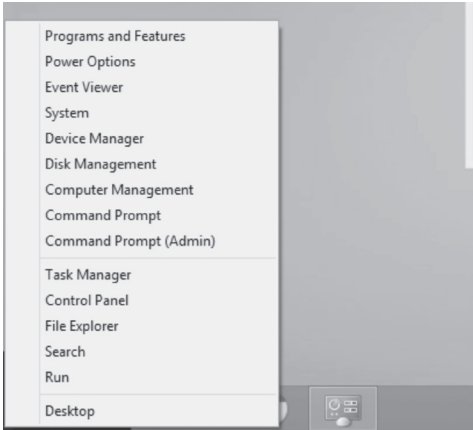
Your configuration is now complete. Please restart your computer to test your Internet connection.

If your Internet connection does not work, please check to ensure that you followed the previous steps. If the problem persists, contact Technical Support at 1-800-360-8555.

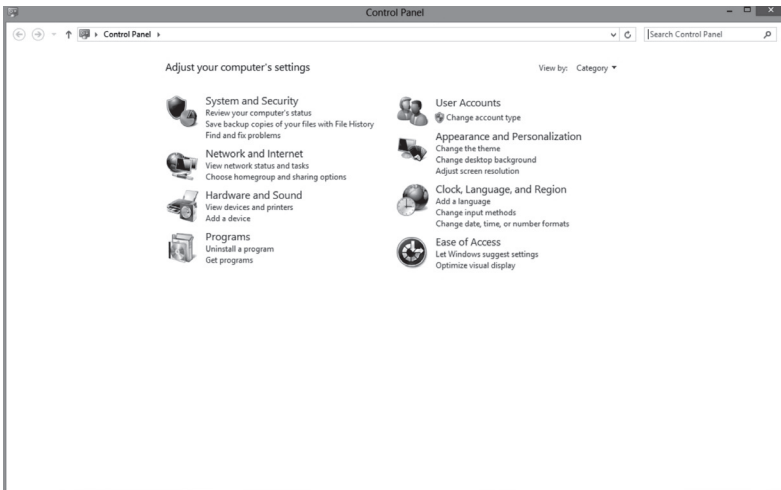
## 7.4 CONFIGURING IN WINDOWS 8

Please note that the following screens may look different on your computer depending on the display settings selected.

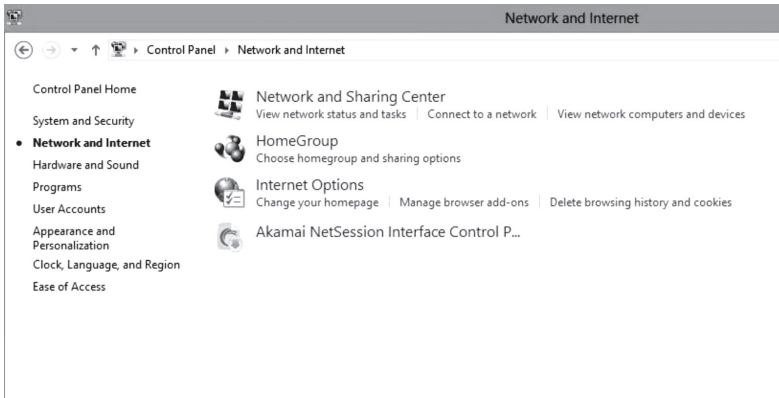
- 1- Right-click the bottom left corner of the screen to bring up the menu (or press Ctrl X). Click on **Control Panel**.



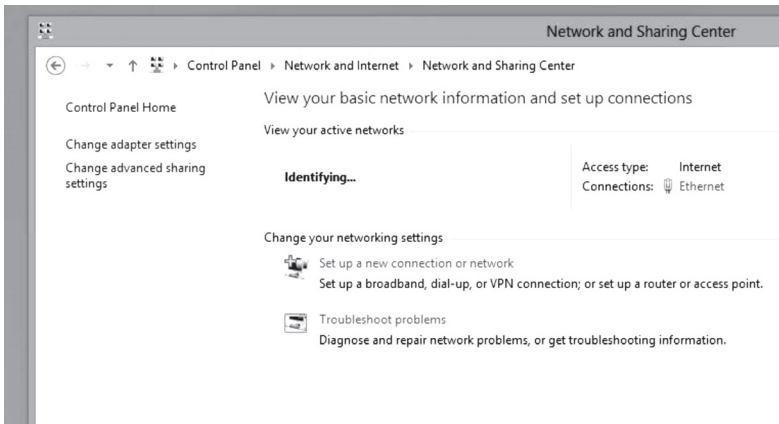
- 2 In the **Control Panel**, click on **Network and Internet**.



### 3- Click **Network and Sharing Center**.

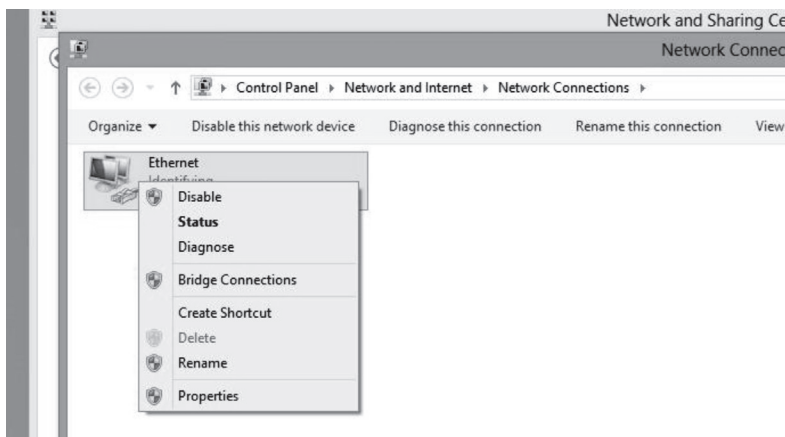


### 4- Then click **Change adapter settings**.

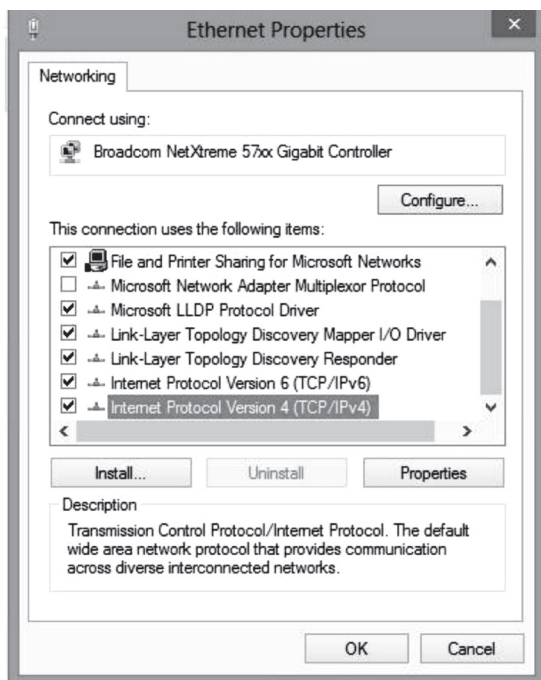




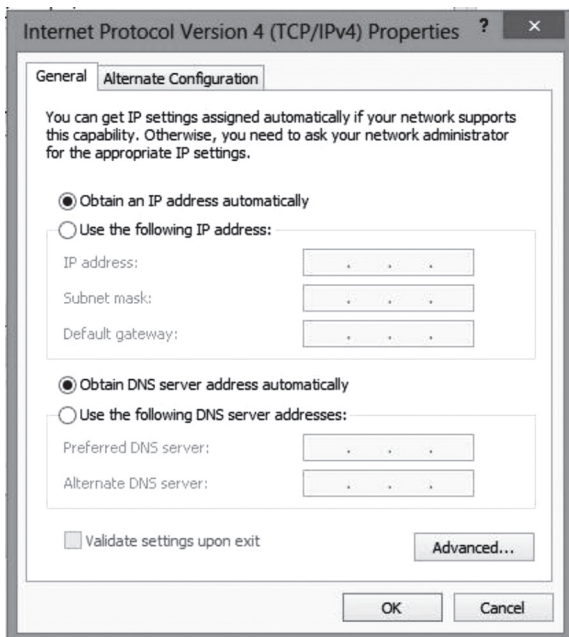
- 5- In **Network Connections**, right-click the Ethernet icon and click **Properties**.



- 6- In **Ethernet Properties**, select **Internet Protocol Version 4 (TCP/IPv4)** by double-clicking it.



- 7- In **Internet Protocol Version 4 (TCP/IPv4) Properties**, select the options **Obtain an IP address automatically** and **Obtain DNS server address automatically**.



- 8- Double-click **OK** to return to the list of network peripherals. Once this data has been entered, your Internet service will work.

Your configuration is now complete. Please restart your computer to test your Internet connection.

If your Internet connection does not work, please check to ensure that you followed the previous steps. If the problem persists, contact Technical Support at 1-800-360-8555.

## 8 CONTACTING US

Was this guide not able to answer some of your questions?

For technical assistance 24/7, call 1-800-360-8555 or visit the **Technical Support** section of our web site:

**Residential** – [northerntel.ca/ntl@home/default\\_techsupport.htm](http://northerntel.ca/ntl@home/default_techsupport.htm)

**Business** – [northerntel.ca/business](http://northerntel.ca/business)

## 9 IMPORTANT INFORMATION

**Domain name of your service:**

[ntl.sympatico.ca](http://ntl.sympatico.ca)

**Outgoing mail server (SMTP):**

[smtp1.ntl.sympatico.ca](mailto:smtp1.ntl.sympatico.ca)

**Incoming mail server (POP3):**

[pop1.ntl.sympatico.ca](mailto:pop1.ntl.sympatico.ca)

**Username:**

(Account name) \_\_\_\_\_

**Password:** \_\_\_\_\_

**Email address:** \_\_\_\_\_

**Settings of your wireless modem router**

**Password (modem router):** \_\_\_\_\_

**Name of your wireless network (SSID):** \_\_\_\_\_

**Encryption key (WPA):** \_\_\_\_\_

It is your responsibility to keep this information in a secure place for future use.

